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Deliver to: Examiner Niketa I. Patel, Art Unit 2182
Firm Name: U.S. Patent & Trademark Office
Fax Number: 703-746-7238
From: John P. Ward **Operator:** Anne Collette
Date: June 17, 2004
App. No.: 09/848,998
No. of pages: 11 (Including cover sheet)
Client/Matter: 42390.P9943 **Docket Date:** 6/17/2004 **Atty:** CEW

Dear Examiner:

Please find the following document(s) attached:

- 1) Request for Continued Examination (1 page)
- 2) Response to Final Office Action (9 pages)

Thank you.

CERTIFICATE OF TRANSMISSION	
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By: <u>Anne Collette</u> Anne Collette	Date: <u>June 17, 2004</u>

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Attorney Docket No.: 42390.P9943

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In Re the Patent Application of:

Chapple et al.

Examiner: Patel, N.

Serial No.: 09/848,998

Art Unit: 2182

Filed: May 4, 2001

For: Method and Apparatus for Gathering
Queue Performance Data

AMENDMENT AND RESPONSE TO OFFICE ACTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated February 17, 2004, Applicants respectfully request the Examiner to enter the following amendments and to consider the following remarks.

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By: Anne Collette
Anne Collette

Date: June 17, 2004